

## CLASSIFICATION TITLE-SUB-TITLE

Program & Policy Chief - Chief, Child Welfare Data Analytics Section Chief

### POSITION SUMMARY

Under the general direction of the Division Administrator, this position is responsible for overseeing state and contracted staff in the Child Welfare Data Analytics Section. This section is responsible for data collection and analysis and performance planning initiatives associated with child welfare services. Responsibilities include management of staff and initiatives related to program performance measurement and improvement initiatives and capacity to meet state and federal program and requirements.

The Section is responsible for federal program reporting for a number of federal Department of Health and Human Services programs and grants related to child welfare and administered by DSP as well as state developed programs. Federally-required data reporting includes: Adoption and Foster Care Analysis and Reporting System (AFCARS) data, National and State Child Abuse and Neglect Statistics (NCANDS), National Youth in Transition Database (NYTD), and caseworker contact report. The Section is also responsible for state required and issued reports, including the annual Child Abuse and Neglect report and annual Out-of-Home Care report.

The section also maintains a working relationship with other child and family serving systems within the Department and external to the Department, including the child care, W-2, and child support programs in DCF; FoodShare, Medical Assistance, Supplemental Security Income, and Maternal and Child Health (MCH) programs in Department of Health Services; the K-12 educational system in the Department of Public Instruction, the Children's Trust Fund, and the Department of Corrections.

The Section is responsible for development and production of management reports for the programs administered by the Division. This includes program performance standards, monitoring reports, and ad-hoc reports.

The Section provides a full range of reporting and data analysis for policy and program analysis/evaluation and in the determination of federally mandated and essential state information requirements. The Section is responsible for the design and maintenance of reporting systems with emphasis on program issues and information production for existing programs and new program initiatives, installation and operation of data systems, analysis, interpretations and utilization of data; and preparation of reports. The section provides the Division, the Department of Children and Families, counties, and other external partners with data and data analysis which is essential for effective operations. This includes developing policy for managing, planning, budgeting, and allocating funds.,

### TIME % GOALS AND WORKER ACTIVITIES

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| 25% | <p><b>A. Manage the data infrastructure of the Child Welfare Data Analysis Section. Data infrastructure consists of dashboards, data warehouses in the information production business area, eWiSACWIS extracts for reports and analysis and routinely generated reports using Web Intelligence (WEBI) or directly connecting to the DB2 database or extracts using SQL or other programming language.</b></p> <ul style="list-style-type: none"><li>A1. Work with bureau directors and other division and department staff to develop program service delivery plans and related data and analytical needs.</li><li>A2. Supervise the planning for information systems work. Identify needs for modification or development of new reports, extracts, and data warehouses, based on consultation with program staff and managers in DSP.</li><li>A3. Develop and manage the annual Service Level Agreement and all associated work between DSP and BITS.</li><li>A4. In consultation with other Sections and Bureaus within DSP, design and develop new reports needed for administration, program improvement and performance management of Division programs.</li><li>A5. Supervise work related to eWiSACWIS warehouses, including the development of new data marts and maintenance of existing data marts</li></ul> |
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**TIME %      GOALS AND WORKER ACTIVITIES**

A6. Provide technical assistance to county child welfare agencies in the use of eWiSACWIS reports and dashboards

A7. Establish and manage processes for testing, reviewing and validating data extracts, data marts and reports. Manage user acceptance testing for BITS products. Manage internal review processes for products developed internally.

A8. Serve as liaison with department security officers regarding confidentiality procedures for users of information products. Maintain internal confidentiality procedures. Create data sharing agreements for data from other agencies used in data infrastructure

25%

**B.      Design, and manage the work activities required for completing information production requests for a variety of programs including program performance standards, monitoring reports, program and policy analysis/evaluation and routine data requests for DSP programs.**

B1. Manage the development and production of reports in eWiSACWIS.

B2. Set up and manage a system for recording and tracking data requests.

B3. Maintain and use the published data request procedure for external requestors of data and information.

B4. Establish, train staff and supervise staff in a set of procedures for defining data requests, working with requestors and completing the data requests.

B5. As needed, assist staff to select the best approach and sources of data for specific requests.

B6. Establish and manage a process for testing, reviewing and validating data, extracts, charts, graphs and other products created for data requests.

B7. Explain the data request process to managers within the department and interested parties outside of the department.

B8. Enforce division security and confidentiality procedures. As needed, work with division security officers to create data sharing agreements for data requests which contain confidential data.

25%

**C.      Develop, implement and manage initiatives and processes to measure child welfare program outcomes and performance standards as required by federal and state policy and law.**

C1. Direct the development, implementation and monitoring of state-level policies and submission of federal plans to address requirements under the major child welfare funding programs,.

C2. Manage efforts to analyze existing program areas to determine the adequacy of current program performance standards and develop and implementation recommendations for improvements.

C3. Manage the development and implementation of methods to advance conclusions concerning the strengths and weaknesses of the state child welfare system and identify

**TIME %      GOALS AND WORKER ACTIVITIES**

areas needing improvement.

C4. Direct the development and implementation of strategies to support data quality and integrity for use in analyzing program outcomes and develop and implement recommendations to ensure the availability of data needed to analyze program performance.

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C5. Prepare verbal and written reports on the implementation of monitoring procedures for the child welfare program.

C6. Develop and monitor performance standards in areas where problems exist or new standards are needed.

C7. Update program performance standards to reflect recommended improvements and federal and state outcomes. Assist in the development of program standards that are consistent with federal and state objectives.

C8. Direct assessments of federally mandated and state statistical information needs to establish program requirements for analysis and utilization, relative importance, and essential elements. Includes careful review and interpretation of a variety of complex federal regulations; analysis of needs as perceived by administrative and program staff; and analysis of data needs implicit in program objectives and practices as stated in interviews, planning documents, directives, and manuals.

C9. Establish statistical information and reporting objectives and priorities for meeting state management and program needs. This work is based on assessments and analysis of information and interpretations from a variety of sources, including administrative and program staff.

15%

**D.      Manage and supervise Section staff and contractors**

D1. Specify objectives and duties of each position to establish responsibilities and insure common understanding among Division management, Section employees, and personnel staff.

D2. Select staff and evaluate performance to achieve and sustain effective performance levels. This requires knowledge of information production, reporting and statistical functions; evaluation of applicability of knowledge, skills, and experience to job expectations; and evaluation of quantity and quality of work performed against work assigned

D3. Orient staff and provide training for staff to achieve and sustain effective performance levels. Evaluate knowledge and skills, against those needed for optimum performance, judge readiness for further training, and train or provide training opportunities.

D4. Determine and assign individual workload, set priorities, schedule and monitor workflow, and review and modify work plans to complete assignments in a timely manner

D5. Identify problems, provide consultation regarding their solution, and review, evaluate, and approve completed assignments for methodology, accuracy and meaningfulness to achieve Division objectives for meeting federal and state data requirements.

**TIME %      GOALS AND WORKER ACTIVITIES**

D6. Provide ongoing feedback to staff; recognizing good performance and immediately addressing performance concerns.

D7. Recommend discretionary merit compensation awards.

D8. Advise employees on the work rules and standards of performance and discipline. Enforce department rules and standards through progressive discipline.

D9. Refer appropriate staff to the Employee Assistance Program.

D10. Identify and process requests for equipment and training. Review and approve Payroll Time and Attendance, travel vouchers, and P-cards

D11. Convene regular and productive Section staff meetings to maintain effective communication, accomplish work assignments on time and reinforce the Section's purpose and scope of responsibilities.

D12. Conduct regular one-on-one supervisory meetings with Section staff to provide constructive and timely feedback.

10%

**E. Provide consultation for interpretation and utilization of statistical program data and fulfillment of high priority data requests.**

E1. Advise administrative and program staff, other Division, legislators, legislative staff, media, state and local agencies, organizations and groups involved or interested in Division programs in the use of data analysis services and provide consultation to identify problems, consider alternative solutions, and plan needed investigations over the full range of Division program areas.

E2. Advise Division personnel to use data and related analysis to inform agency operations and performance management.

E3. Interpret the meaning of statistical data to increase understanding of Division programs operations and performance.

E4. Organize and provide rapid response to high priority data requests which originate from the Division Administrator's Office, the Secretary's Office, the Governor's Office, the Legislative Fiscal Bureau, the Legislative Audit Bureau, media, and other key internal and external stakeholders.

E5. Work with the Bureau of Program Management to gather and present data for KidStat meetings.

E6. Promote and support the development of county child welfare agencies' data analytic capacity

E7. Manage special assignments as requested by the division administrator, bureau director or other bureaus to research and analyze child welfare issues and address operational needs of the Division.

## **KNOWLEDGE AND SKILLS**

1. Extensive knowledge of the principles and practices of public administration.
2. Extensive knowledge of federal and state child welfare laws, regulations, policies, programs and goals.
3. Extensive supervisory experience, managing a wide variety of staff expertise and responsibilities.
4. Extensive project management experience associated with complex organizational needs and development.
5. Extensive skill in planning and directing a work unit, including selection and supervision of employees.
6. Extensive knowledge of statistical analysis methods.
7. Considerable knowledge of principles of social program evaluation and research design and data collection that address validity and reliability of data.
8. Extensive knowledge of information technology and its respective hardware, software, planning, implementation and troubleshooting.
9. Extensive procurement and contract management experience associated with large, complex contracted services.
10. Extensive knowledge of data warehousing and business intelligence tools. i.e., Business Objects, STATA or SAS.
11. Extensive knowledge of manual and electronic data processing systems and capabilities for manipulating statistical data.
12. Considerable knowledge of principles and methods of employee motivation, performance evaluation, and discipline.
13. Considerable skills in identifying critical problem characteristics and formulating solutions.
14. Extensive written and oral communication skills.
15. Considerable skills in preparing and giving oral presentations.